11.1.18 Rx Open: Contributing to a Common Operating Picture of Healthcare During Emergencies

Healthcare and Disasters

92% of healthcare owned by private sector

Public sector relies on healthcare during emergency response

Protecting access to healthcare a primary objective

Awareness of which facilities are open during emergencies is essential
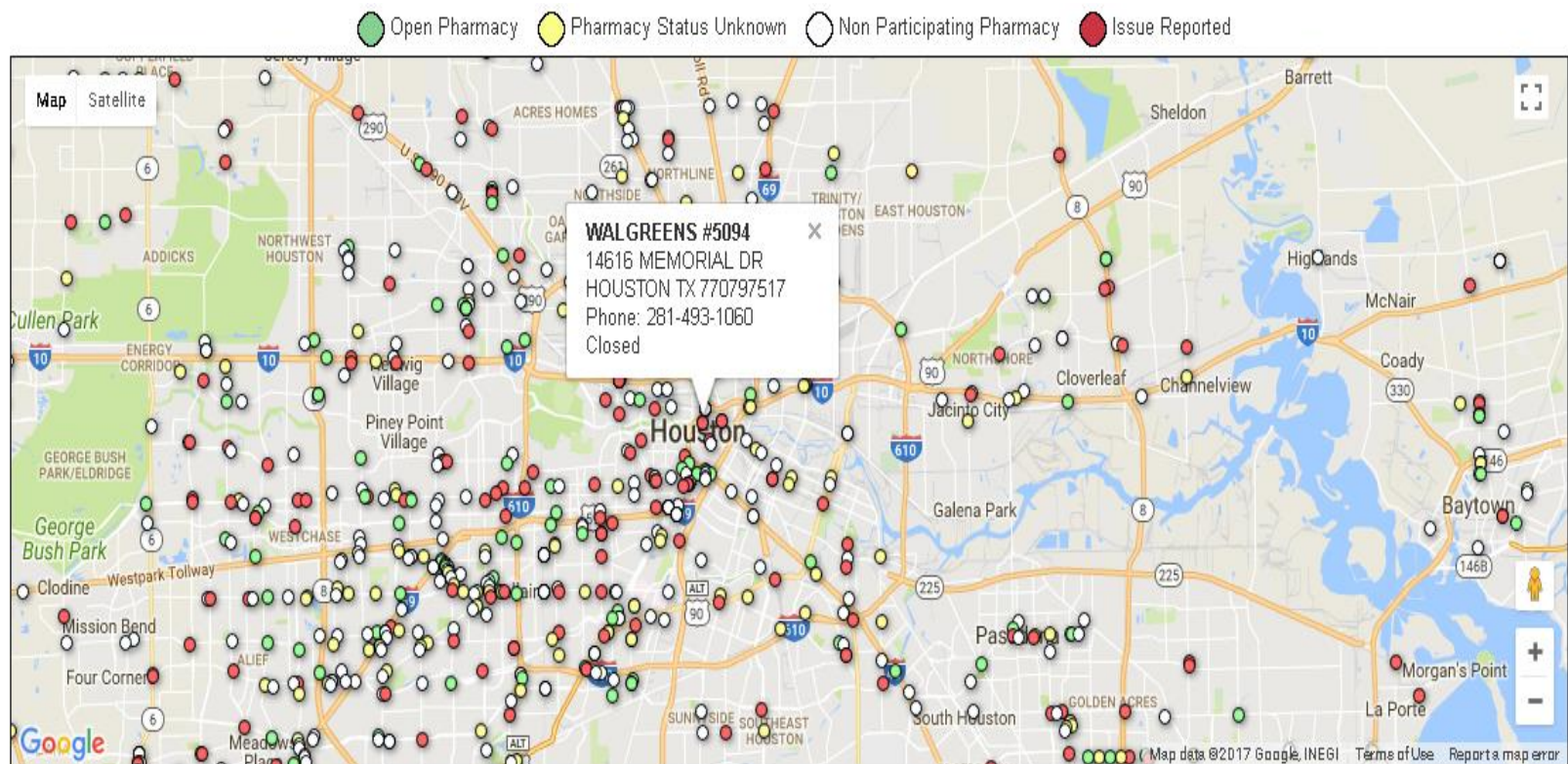
Hospital status generally known and shared

Status of satellite facilities not aggregated or easily known

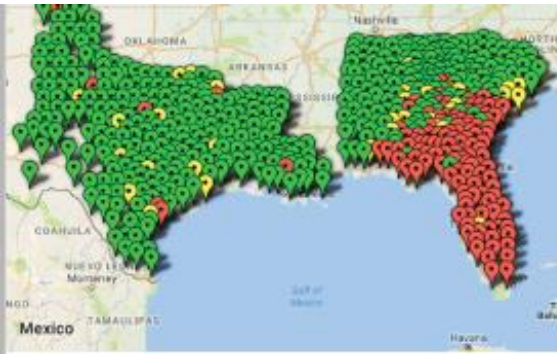**Responders & EM need common operating picture**

Reporting facility status is burdensome to private sector

Rx Open – Mapping Pharmacy Status During Disasters

Rx Open maps the operating status of pharmacies in areas impacted by a disaster.

Rx Open – Mapping Pharmacy Status During Disasters

Patients use Rx Open to find pharmacies to:

- Refill medicines
- Access needed durable medical equipment and emergency medical services
- Access power to charge devices and purchase food
- Use as a community anchor and safety net

USED BY MANY DIFFERENT PEOPLE FOR MANY DIFFERENT PURPOSES
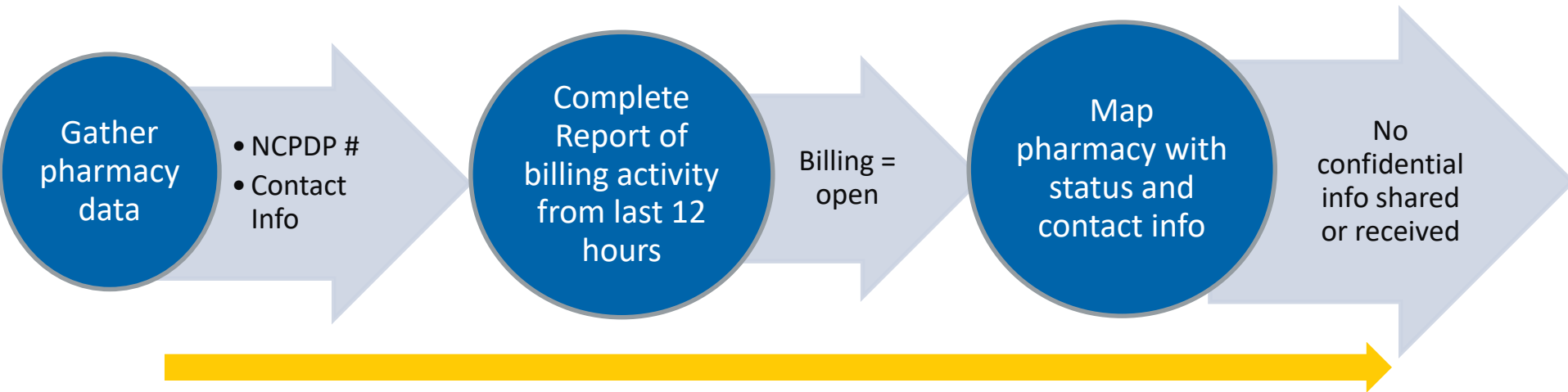

The public to locate open pharmacies

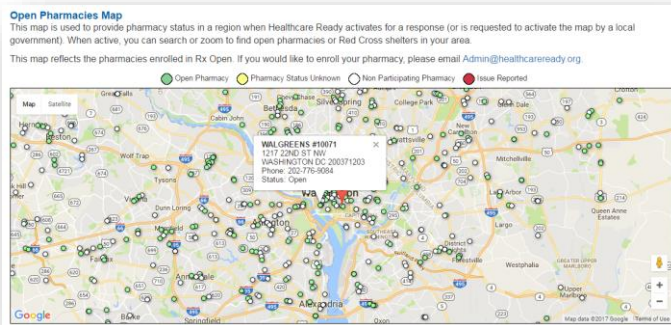Government officials and first responders to coordinate response and recovery efforts

The American Red Cross to ensure people in shelters have access to pharmacies
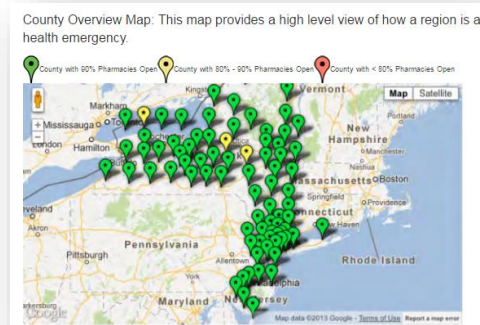
How Rx Open Works

Gather pharmacy data

- NCPDP #
- Contact Info

Complete Report of billing activity from last 12 hours

Billing = open

Map pharmacy with status and contact info

No confidential info shared or received

All completed with no burden on private sector

Individual Pharmacy Map

Open Pharmacies Map
This map is used to provide pharmacy status in a region when Healthcare Ready activates for a response (or is requested to activate the map by a local government). When active, you can search or zoom to find open pharmacies or Red Cross shelters in your area.

This map reflects the pharmacies enrolled in Rx Open. If you would like to enroll your pharmacy, please email Admin@healthcareready.org.

WALGREENS #10071
1217 22ND ST NW
WASHINGTON DC 200371203
Phone: 202-776-9084
Status: Open

County Overview Map

County Overview Map: This map provides a high level view of how a region is a health emergency.

Rx Open during 2017 Hurricane Season

Patients
- Refill chronic care medicines
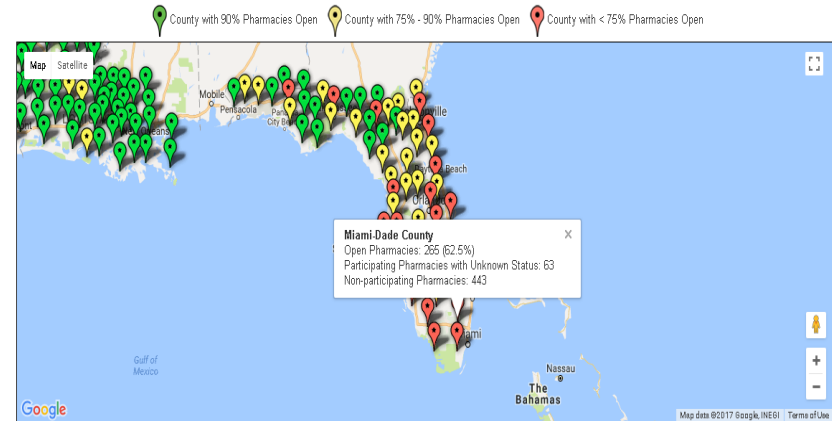- Replace DME

Government
- DMATs to direct patients to resources
- HHS Secretary's Operations Center & CDC

Healthcare Providers
- CHCs and safety net clinics
- Medical associations

Shelters
- Meet needs of medically fragile and evacuated patients

County with 90% Pharmacies Open   County with 75% - 90% Pharmacies Open   County with < 75% Pharmacies Open

Miami-Dade County
Open Pharmacies: 265 (62.5%)
Participating Pharmacies with Unknown Status: 63
Non-participating Pharmacies: 443

CASE EXAMPLE: BEVERLY, TX

After Hurricane Harvey, Beverly needed to replace her nebulizer and refill her prescription. Her regular pharmacy was closed along with most pharmacies in the area. With the help of Rx Open and corporate EOCs, we identified nearby chain pharmacies available to assist. However, due to road conditions it was impossible for Beverly to travel. After several attempts, Healthcare Ready located an accessible community health center with Beverly's medicine in stock.

Takeaways and Future Opportunities

- **Role of a champion**
  - Can be hard to see the value of sharing information – having a champion for the cause or adopting the system is important

- **Utilize normal business processes (or a surrogate measure)**
  - Biggest strength of Rx Open – no burden is placed on owners and operators who are already dealing with a crisis
  - Easily accessible information for emergency responders and the public
  - 'Set it and forget it'

- **Continuous data collection**
  - Not realistic – accuracy of the map is improved with periodic reporting

- **Identifying other ancillary care facilities**
  - 2017 NIPP Challenge, Real-time Awareness: Mapping Critical Healthcare Infrastructure Status During Emergencies

Thank you!

Sarah Baker

sbaker@healthcareready.org

@HC_Ready

www.healthcareready.org